Problems and solutions

The following shows failures of thermal printheads caused by their usage, their causes and solutions.

Problems	Causes	Solutions
Blank line or stripe No printing	・Damages on surface of heating elements	・Better handling of printhead ・Prevent foreign objects from being caught
	・Electric load	・Adjust applied energy ・Avoid printing without paper printing ・Observe power-on procedure
	・Abnormal wear of heating element protecting coating	・Reduce platen load ・Use wear-resistant printing medium
	・Corrosion of heating elements or electrodes by active ions ・Electrolysis	・Use printing medium not containing active ions ・Do not use with condensation on printhead ・Use recommended materials to clean head surface ・Turn the COM power when printhead is not used
	・Wrong position or partial wear of platen ・Heating malfunction ・Insufficient platen load	・Change position or replace ・Remove dust from heating element surface ・Optimize platen load
Unclear printing	・Wrong position or partial wear of platen ・Heating malfunction	・Change position or replace ・Remove dust from heating element surface
Black line or stripe, sudden abnormal printing	・Surge voltage ・Noise from power supply line ・Static electricity	・Check surge voltage and improve ・Remove power supply surge ・Minimize static electricity
Change of darkness while printing	・Head temperature not controlled	・Detect and control printhead temperature with a thermistor

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